

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Tentative Classification Standard

Occ. Code 2540100

Motor Vehicle Representative 1, Grade 9	2540100
Motor Vehicle Representative 2, Grade 11	2540200
Supervising Motor Vehicle Representative 1, Grade 14	2540510
Supervising Motor Vehicle Representative 2, Grade 17	2540520
Supervising Motor Vehicle Representative 3, Grade 20	2540530

Brief Description of Class Series

Positions in this series have substantial contact with members of the public seeking services or information. The majority of positions are located in various field offices of the Department of Motor Vehicles, with smaller numbers assigned to the agency's telephone call centers, plate facilities and specialized main-office bureaus. These positions are only classified at the Department of Motor Vehicles.

Distinguishing Characteristics

Motor Vehicle Representative 1: entry level; processes in-person or telephonic customer requests for service and information regarding licenses, registrations, identification, testing, insurance, penalties, hearings, and related agency programs.

Motor Vehicle Representative 2: advanced performance level; provides on-the-job training for new Motor Vehicle Representative (MVR) 1, Grade 9, employees; leads MVRs 1 who need guidance on unusual or more complex transactions; delivers refresher training to MVRs 1 on revised DMV transactions; and acts as the next-level reviewer for questionable documentation.

Supervising Motor Vehicle Representative 1: first supervisory level; depending on the assigned unit or section, acts as supervisor or assistant supervisor of a team averaging seven Motor Vehicle Representatives and other clerical positions.

Supervising Motor Vehicle Representative 2: second supervisory level; acts as administrative supervisor over one or more units or sections, typically supervising 25 or more lower-level Motor Vehicle Representatives and other clerical positions.

Supervising Motor Vehicle Representative 3: third supervisory level; acts as administrative supervisor over a larger program segment, typically supervising 70 or more lower-level Motor Vehicle Representatives and other clerical positions.

Illustrative Duties

Motor Vehicle Representative 1

Under the general direction of a Supervising Motor Vehicle Representative 1 or higher-level supervisor:

- Provides information about available services to callers and visitors.
- Explains and interprets agency rules, regulations, policies and/or procedures to interested parties.
- Interviews applicants and respondents to determine the appropriate course of action.
- Questions applicants, respondents, requestors or petitioners to obtain information needed to complete forms, records or documents.
- Using established standards of acceptance and rejection, assesses applicant eligibility for program services or the validity of requests and petitions based on information presented by the applicant/claimant and other relevant individuals.
- Evaluates documentation presented by applicants and issues licenses, registrations and other official permissions as provided in law or regulation and explains reasons for denial of issuance when appropriate.
- Contacts applicants, respondents, requestors or petitioners to schedule meetings, hearings or similar interactions.
- Determines amounts owed, collects monies and makes change in conjunction with the direct issuance of various official documents or in satisfaction of penalties.
- Operates office equipment such as computer terminals, telecommunications consoles, cameras, cash registers, photocopiers, etc., as necessary to complete assigned duties, performing simple maintenance tasks such as adding toner, paper, or film, changing ribbons, etc.
- May have occasional contact with other Department staff, staff in other State and local agencies, staff in the court system or law enforcement, and various private sector individuals to exchange information to be used in answering inquiries, resolving complaints or processing requests initiated by applicants, respondents, requestors or petitioners.

These duties are carried out in a variety of settings in Department offices and facilities throughout the State. Examples include district and branch offices and smaller affiliated satellite offices, administrative adjudication field offices, telephone call centers, license production facilities, and various units within the Albany Central Office, such as Central Processing, Custom Plates, and International Registration.

Motor Vehicle Representative 2

Under the general direction of a Supervising Motor Vehicle Representative 1:

- Performs all duties of Motor Vehicle Representative 1.
- Mentors and trains MVR, Grade 9, as team leader, resolving low-level complaints that may not need to be escalated to the SMVR 1, Grade 14, and acting as first-level reviewer of questionable or fraudulent documentation.
- Halts transactions by placing “prohibit” on clients’ records in cases of test cheats or fraudulent documents.
- Works with other agency staff, staff in other State and local agencies, staff in the court system or law enforcement and various private sector individuals (e.g., insurance company representatives, attorneys, private-sector partners) to resolve issues raised.
- Contacts customers in person or through callbacks to provide information to resolve DMV record issues.
- Acts as a liaison with DMV business units for complex issues requiring discussion with main office units (e.g., international registration; vehicles with titles from countries other than the United States, custom plates, changing corporate names on titles and registrations, the registration of boats (vessels)/recreational vehicles/agricultural (farm) vehicles/snowmobiles, the registration of vehicles that fall under the Taxi and Limousine Commission (TL&C), transactions involving insurance related revocations, and driver licenses with medical restrictions licenses).

Supervising Motor Vehicle Representative 1

Under the general direction of a Supervising Motor Vehicle Representative 2 or higher-level supervisor:

- Schedules work and work stations, monitors customer volumes, and reassigns staff to ensure timely coverage to customers as well as equitable work distribution.
- Monitors the quantity and quality of work completed by staff to ensure accuracy and adherence to procedures and instructions; identifies and resolves inaccuracies.
- Plans and conducts staff training in response to identified needs or when new or revised regulations and procedures are introduced; provides written material, orally explains it and answers questions.
- Makes periodic evaluations of work performance for individual staff members; identifies areas of weakness; discusses results of evaluations with employees, recommending ways to improve work performance; prepares written reports of evaluations; counsels and, as necessary, disciplines employees.

- Prepares periodic personnel, budgetary, and production reports and forms, and may recommend appropriations.
- Coordinates customer processing and office flow using the QMATIC System.
- Ensures the correct processing and issuance of license and registration documents, sales tax receipts, and voter registration information
- Ensures proper collection and recording of fees by reviewing receipts and transaction summaries; maintains the physical custody of fees, documents and plates collected or issued by the unit.
- Organizes and coordinates Field Investigation Team (FIT) activities for the Fraud and Detection Deterrence Program, including fraud detection training.
- Liaison with management and internal affairs for employees questions and concerns that impact FIT/Frauds Program.
- Performs random audits and batch audits to be used as training tools, performance measures and a possible indicator of malfeasance.
- Initializes the unit computer system on a daily basis and resolves or finds help concerning operating problems.
- Responds to more complex questions which subordinates are unable to answer: may need to work with other agency staff, staff in other State and local agencies, staff in the court system or law enforcement and various private sector individuals (e.g., insurance company representatives, attorneys, private-sector partners) to resolve the issues raised; may assist higher-level staff in obtaining information.
- Responds to customer complaints referred by subordinates or from individuals insistent upon speaking with a higher-level employee.

Examples of appropriate assignments include supervisor or assistant supervisor of a License and Registration Section or an Enforcement Section, or as assistant supervisor in a Traffic Violations Bureau Field Office, a telephone call center, a license express office or road test appointment coordination center.

Supervising Motor Vehicle Representative 2

Under the general direction of a Supervising Motor Vehicle Representative 3 or higher-level manager:

- Performs many of the same tasks and activities as the Supervising Motor Vehicle Representative 1 described above but with authority over a larger program segment encompassing the work of one or more first-level supervisors.
- Provides guidance to first-line supervisors in planning, organizing, scheduling and coordinating work operations and procedures for their individual sections, working with them to resolve issues and problem situations.
- Establishes qualitative and quantitative work standards for program area, revising various sectional work priorities and assignments and reassigning staff as needed to assure functional coverage and equitable work distribution.
- Conducts staff meetings and coordinates training activities including staff rotational training assignments among the individual units for which responsible.

- Reviews production reports from subordinate supervisors and manages staff to continue meeting work goals and standards.
- Prepares or recommends operations budget for program area.
- Provides information to the public in regard to licenses and registrations, motor vehicle and voter registration laws, policies, rules and regulations.
- Oversees the DSW station for authentication of documents presented as proof of identification.
- Resolves problems and responds to more complex questions that could not be settled at a lower level.

Examples of appropriate assignments include second-level supervisor in a district office, supervisor or assistant supervisor of a License and Registration Section or an Enforcement Section, as supervisor in a Traffic Violations Bureau Field Office, or as manager of a license express office or road test appointment coordination center.

Supervising Motor Vehicle Representative 3

Under the general direction of a Motor Vehicle Office Manager or higher-level program manager:

- Performs many of the same tasks and activities as the Supervising Motor Vehicle Representative 1 and 2 described above but with authority over an even larger program segment encompassing the work of several second-level and/or first-level supervisors.
- Provides guidance to first and second-level supervisors in planning, organizing, scheduling and coordinating work operations and procedures for their individual programs and/or sections, working with them to resolve issues and problem situations.
- Coordinates overall office work flow to assure production standards are met.
- Reviews and implements new and revised central office procedures, conducting on-site trouble-shooting and providing comments and advice on feasibility and consequences.
- Coordinates the provisioning of new employee computer access.
- Provides technical advice and instructions to county issuing offices.
- Trains, cross-trains and rotates staff to ensure coverage and equitable work distribution or as result of revisions to operating programs.
- Identifies significant operations, mechanical, security or staffing problems and advises higher-level management.
- Provides reports, information and recommendations for the annual budget.
- Prepares overall reports from reports and material provided by subordinate supervisors.
- Provides information to motorists, lawyers, law enforcement officials and others relating to suspensions, revocations, and lapses in insurance coverage, civil penalties, and the surrender of license and registration plates and documents.

- Resolves problems and responds to more complex questions that could not be settled at a lower level.

Examples of appropriate assignments include assistant manager of a district office, supervisor of a License and Registration Section and/or an Enforcement Section, training supervisor in the Division of Downstate Administrative Adjudication or as manager of a commercial bulk-volume regional processing center, license plate production operation or downstate telephone facility.

Minimum Qualifications

Motor Vehicle Representative 1

Open Competitive: high school graduation or equivalency and one year of experience in a position where your primary responsibility was providing customer service to the general public either in an environment with substantial face-to-face interaction or in a call center environment, or 30 college semester credit hours.

Promotion: one year of permanent competitive, non-competitive, or labor class service at the Department of Motor Vehicles.

Motor Vehicle Representative 2

Promotion: one year of permanent competitive service as Motor Vehicle Representative 1.

Supervising Motor Vehicle Representative 1

Promotion: one year of permanent service as a Motor Vehicle Representative 2 or Motor Vehicle License Examiner.

Supervising Motor Vehicle Representative 2

Promotion: one year of permanent service as a Supervising Motor Vehicle Representative 1 or Senior Motor Vehicle License Examiner.

Supervising Motor Vehicle Representative 3

Promotion: one year of permanent service as a Supervising Motor Vehicle Representative 2, Motor Vehicle Field Operations Specialist 1, or Principal Motor Vehicle License Examiner.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications are those which were required for appointment at the time the Classification Standard was written.

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